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CONFIRMATION NO. 8268

SERIAL NUMBER 10/733,137	FILING OR 371(c) DATE 12/11/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 07117.105017
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**APPLICANTS**

Rick Baggenstoss, Decatur, GA;  
 John C. C. McIlwaine, Alpharetta, GA;  
 Jennifer C. East, Alpharetta, GA;  
 Lisa Marie Foley, Atlanta, GA;

**\*\* CONTINUING DATA \*\*\*\*\***

This application is a CIP of 10/602,804 06/24/2003 which is a CON of 09/442,207 11/16/1999 PAT 6,628,777

*yes R.S*

**\*\* FOREIGN APPLICATIONS \*\*\*\*\***

*none R.S*

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED\*\* SMALL ENTITY \*\***

\*\* 03/17/2004

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance		
Verified and Acknowledged	Examiner's Signature <i>R.S</i> Initials		
STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
GA	18	45	6

**ADDRESS**

Michael L. Wach  
 Patent Agent  
 KING & SPALDING LLP  
 191 Peachtree Street, N.E., 45th Floor  
 Atlanta, GA30303

**TITLE**

Managing the selection of performance interventions in a contact center

FILING FEE RECEIVED 804	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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